T.37 Option

Users Guide

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Notice to Users Accessing Analogue PSTN in EEC Countries

This product is designed to access the PSTN in all EEC countries. Local PSTN compatibility is dependant on software and/or DIP switch settings. Please contact your service representative if relocating this product to another country. In the unlikely event of problems, please contact your service representative in the first instance.

Notice to Users Accessing ISDN in EEC Countries

Should this product be ISDN compatible it may be installed in all EEC countries without requiring changes to the software and/or DIP switch settings. In the unlikely event of problems, please contact your service representative in the first instance.

CE

This product complies with the requirements of the Council Directives 89/336/EEC (EMC), 73/23/EEC (LVD) and 1999/5/EC (R&TTE), as amended where applicable, on the approximation of the laws of the member states relating to Electromagnetic Compatibility, Low Voltage and Radio & Telecommunications Terminal Equipment.

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As an Energy Star Partner, the manufacturer has determined that this product meets the Energy Star guidelines for energy efficiency.

Table of contents

Table of contents iii
Safety instructions viii
Toner Cartridge & Image Drum Unit Handling x
Emergency First Aid x

Overview 1
Operation Overview for the End User 1
General Conditions 1
Internet Fax Transmission 2
Internet Fax Reception 3
Accessing Network Settings 5
Components of an Internet Fax 6
Header 6
E-mail 6
Attachment(s): TIFF or PDF 6
What Your T.37 Internet Fax Machine Can Do 7

Helpful Hints (T.37) 9
PSTN Faxing vs. Internet Faxing 9
Internet Fax 9
Status of Server 9
Backup / Archive (Network Scan) 10

Operation Overview 11
Installation 11
Setup 11
Customisation 11

LAN Topologies and Operating Systems 13
LAN 13
Network Print Protocols 13
Internet Fax Protocols 13
Management Protocols 13

Set Up on a Network 15
Identifying Current Settings 15
Settings Stored on the Fax Machine 15
Settings Recorded on the Network Interface Card (NIC) 16

Using the Fax Machine's Menu 16
Using the Button on the Network Card 16
Network Card Manual 17
7100e+ User's Guide 17
Settings Stored on the Fax Machine. 17
General Information 17
Accessing Settings 17
List of User Functions (Network Settings) 18
Auto Tray Switch: User Function 80 19
Paper Size Check: User Function 81 19
LAN Print T.O.: User Function 82 19
POP Interval: User Function 83 20
Delete POP Message: User Function 84. 20
Time Between GMT: User Function 85 21
Text Print: User Function 86 21
Header Print: User Function 87 22
Coding Mode: User Function 88 22
Extra Fine Mode: User Function 89 22
Sender ID (e-mail): User Function 90 23
Domain Name: User Function 91 23
Return Receipt: User Function 92 24
Receipt Format: User Function 93 26
Send File Format: User Function 94. 26
POP GW Setting: User Function 95 26
GW Forward Text: User Function 96. 26
Send Notification: User Function 97 27
Network Settings: User Function 98. 27
Changing Settings 33
Settings Changed Only by Using the Web 33
Settings Changed by Using the Web Page or the Menu. 33
Settings Changed Only by Using AdminManager 34
Using the OKILAN 7100e+ Web Page 35
Changing Settings Using the Web Page 35
AdminManager 36
Printer Menu 37
Using AdminManager 37
Internet Fax 39
Telnet 39

Customisation 41
Programming e-mail Addresses 41
Confirming e-mail Address Programming 43

E-mail Address Restrictions 43

Using Internet Fax 45
Sending a Document 45
Differences 45
Stopping a Transmission 45
How to Send a Document 45
Sending to a Pre-programmed E-mail 46
Sending to a Non-Programmed E-mail 49
TIFF or PDF Format 49
Viewing TIFF Files 50
Viewing PDF Files 51
Receiving Internet Faxes 51
Automatic Reception 51
Single Message 52
Multiple Messages 52
Text Print ON 52
Manual Reception 52
Receiving TIFF files 52
Restrictions 53
Resolution 53
Compression 53
Receiving e-mails (Body Text) 53
Printing e-mails 54
Limitations 54

Gateway Services (Forwarding) 55
POP Gateway Forwarding 55
Example of POP Gateway Forwarding 55
Answer Mode Forwarding 56
SMTP 56
E-mails to a Fax Number 56
SMTP General Information 57
SMTP Example 57
SMTP Image Restrictions 57
SMTP Telephone Number Restrictions 58
SMTP Mail Address Format 58
SMTP Domain Name Restrictions 58
SMTP: How it Works 59
SMTP Mail Server Settings for
E-mail-to-FAX Gateway Service 59
SMTP DNS Server 60

SMTP Mail Server 61
SMTP Mail Forwarding Process. 63
Relay. 63
Faxes to an e-mail Address. 63

Network Scanner. 65
Image Resolution 65
Sender ID (EMAIL) 65
Network Printing 66
Printing Documents 66
Printing on Transparencies 66

Operating Environment 67
Operating Systems 67
NetWare 67
Windows NT 4.0 and Windows 2000 67
Windows 95/98. 68
Windows 3.1. 68
Other Operating Systems 68
Configuring from Network Utilities
(also known as CD Setup Utilities) 69
Configuration 69
Settings 69
User Functions 70
Auto Tray Switch: User Function 80 70
Paper Size Check (User Function 81). 70
LAN Print T.O.: User Function 82 71
Banner Output 71

Problem Solving. 73
End User. 73
Option Board Error. 73
LAN Data Error 73
Network Problem 73
Network Administrator 74
Service Codes 74
SMTP Error Codes 74
Codes 74
SMTP Protocol Error Codes. 75
POP3 Communication Errors 76
Codes 76

Transmission Troubleshooting 77
Reception Troubleshooting. 78
E-mail-to-Fax Troubleshooting 79
Printing Troubleshooting 84

Safety instructions

This product has been carefully designed to give you years of safe, reliable performance. As with all electrical equipment, however, there are a few basic precautions you should take to avoid hurting yourself or damaging the product:

- Read the setup instructions in this manual carefully. Be sure to save it for future reference.
- Read and follow all warning and instruction labels on the product itself.
- Unplug the machine before you clean it. Use only a damp cloth; do not use liquid or aerosol cleaners.
- Place the machine on a firm, solid surface. If you put it on something unsteady, it may fall and be damaged; if you place it on a soft surface, such as a rug, sofa, or bed, the vents may become blocked, causing the machine to overheat.
- To protect the machine from overheating, make sure no openings are blocked. Do not put the machine on or near a heat source, such as a radiator or heat register. Keep it out of direct sunlight. Allow enough room around the machine for adequate ventilation and easy access.
- Do not use the machine near water, or spill liquid of any kind into it.
- Be certain that your power source matches the rating listed on the back of the machine. If you are not sure, check with your supplier or with your local power provider.
- This machine has an earthed plug as a safety feature, and it will only fit into an earthed outlet. If you can not plug it in, you probably have an older, non-earthed outlet; contact an electrician to have the outlet replaced. Do not use an adapter to defeat the earthing.
- To avoid damaging the power cable, do not put anything on it or place it where it will be walked on. If the cable becomes damaged or frayed, replace it immediately.
- If you are using an extension cable or power strip with the machine, make sure that the total current (amperes) required by all the equipment on the extension is less than the extension's

rating. The total ratings of all equipment plugged into the outlet should not exceed 15 amperes.

- The power outlet into which you plug your machine must remain accessible at all times.
- It is recommended that the machine be switched off prior to removing covers.
- Lifting the top cover exposes hot surfaces. Hot surfaces are clearly labelled. Do NOT touch them.
- Do not poke anything into any ventilation slots; you could receive an electrical shock or cause a fire.
- Apart from the routine maintenance described in the accompanying documentation, do not try to service the machine yourself; opening or removing covers may expose you to shocks or other hazards.
- Do not make any adjustments other than those outlined in the manual as you may cause damage requiring extensive repair work.

If anything happens which indicates the machine is not working properly or has been damaged, unplug it immediately and contact your supplier. These are some of the things to look for:

- The power cable or plug is frayed or damaged.
- Liquid has been spilled into the machine, or it has been exposed to water.
- The machine has been dropped, or the cabinet is damaged.
- The machine does not function normally when you are following the operating instructions.

Machine Noise Information Ordinance 3. GSGV 18.1.1991:

The maximum sound pressure level is equal or less than 70 dB (A) according to ISO 7779.

Toner Cartridge & Image Drum Unit Handling

- Leave unused toner cartridges and image drum units in their packages until needed. When replacing a toner cartridge or image unit, reuse the packaging to dispose of the old toner cartridge or image drum unit.
- Do not expose the toner cartridges and image drum units to light for more than five minutes. Never expose the green drum (inside the image drum unit) to direct sunlight.
- Always hold the image drum unit by the ends - never by the middle. Never touch the green drum inside the image drum unit.
- To avoid damage to the image drum unit, always use original toner cartridges.
- Exercise care when removing the toner cartridge. Do not let it touch your clothing or porous materials. The toner powder causes permanent stains.
- Small amounts of toner spilled on skin or clothing can be readily removed with soap and cold water. Using heated water will make removing the stain much more difficult.

Emergency First Aid

- IF TONER IS SWALLOWED: Induce vomiting and seek medical attention. Never attempt to induce vomiting or give anything by mouth to a person who is unconscious.
- IF TONER IS INHALED: Take the person to an open area for fresh air. Seek medical attention.
- IF TONER GETS IN THE EYES: Flush eyes with large quantities of cold water for a minimum of 15 minutes keeping eyelids open with fingers. Seek medical attention.

Notes, cautions and warnings

Note: A note appears in this manual like this. A note provides additional information to supplement the main text which may help you to use and understand the product.

CAUTION:
A caution appears in this manual like this. A caution provides additional information which, if ignored, may result in equipment malfunction or damage.

Warning
A warning appears in this manual like this. A warning provides additional information which, if ignored, may result in a risk of personal injury.

Overview

T.37 Internet Fax is a complex, though easy-to-use feature.

This overview has several sections to help you understand T.37 Internet Fax.

- Operation Overview for the End User *(see this page)*
- Components of an Internet Fax *(see page 6)*
- What Your T.37 Internet Fax Machine Can Do *(see page 7)*

Operation Overview for the End User

This section should be used as a quick-reference for using your T.37 Internet Fax.

It does not provide detailed explanations of features or settings. Other sections provide these details.

General Conditions

To use Internet Fax:

- a Network Card must be installed in the machine
- the machine must be connected to a LAN

The Network Card for this machine can be connected to a

- 10BaseT

  or

- 10/100baseTX LAN.

To make a LAN connection, the following information must be configured on this machine. Ask your network administrator about these settings.

- an IP Address
- Subnet Mask
- Default Gateway

If the LAN uses a DHCP server, it is not necessary to configure these settings as the server will do it automatically.

Internet Fax settings can be configured either using the network tool or on the machine itself, but DHCP settings are supported by the network tool only.

After setting the correct IP Address, Subnet Mask and Default Gateway, configure the machine for Internet Fax transmission/reception.

Internet Fax Transmission

General Information

To send an Internet Fax message, you need a mail server from which to send e-mail.

Please consult your network administrator about the settings listed below, which are required in order to make a connection to the mail server.

- SMTP Server Address / Name
- DNS Server's IP Address
- Host Name
- e-mail Address

These settings are similar to those of popular mail clients such as Netscape Messenger, Outlook and Eudora.

You can start transmission when these settings have been configured.

To send a fax, place a document on the machine and press the one-touch button on which the e-mail address of the recipient has been registered; the document will be scanned into memory before transmission.

The data will be converted into a TIFF file and sent to the recipient.

SMTP Server Address / Name

Enter the SMTP server name or IP Address.

If entering the server's IP Address, be sure to type the dots (full-stops) dividing the numbers.

Example: 192.168.1.1

You may enter a server name only if a DNS server has been configured.

DNS Server's IP ADDRESS

This setting is not required if the SMTP server has been specified by its IP ADDRESS.

A DNS server can convert a server name into an IP ADDRESS.

Host Name

Enter the host name of this machine.

If you do not know the host name, enter the e-mail address of this machine instead.

E-mail Address

Enter the e-mail address assigned to this machine.

Internet Fax Reception

General Information

To receive an Internet Fax message, you need a mail server for sending e-mail.

Please consult your network administrator about the settings listed below, which are required in order to make a connection to the mail server.

- POP Server Address / Name
- DNS Server's IP Address
- POP Server User Name
- POP Server Password

The machine is ready to receive Internet Fax messages when these settings have been configured.

To receive a fax message, the machine will access the server automatically at regular intervals according to the POP Interval Time setting (*see "POP Interval: User Function 83" on page 20*).

If there is mail, the machine will print it out automatically.

This machine only receives TIFF files and text-format mail. It cannot receive files in other formats (such as Word, Excel, and certain formats of TIFF files).

Note: However, an "Internet Fax Utility" is available, both on the CD which accompanies this product, and on the OKI website. This utility, which converts the file into the correct TIFF format, should be installed by the ***sender*** *of the mail.*

POP Server Address / Name

Enter the POP server name or IP Address.

When entering the server's IP Address, be sure to enter the dots (full-stops) dividing the numbers.

Example: 192.168.1.1

You may enter a server name only if a DNS server has been configured.

DNS Server's IP Address

This setting is not required if the POP server has been specified by its IP ADDRESS.

A DNS server can convert a server name into an IP ADDRESS.

POP Server User Name

Enter the user name assigned to this machine for accessing the POP server.

POP Server Password

Enter the password assigned to this machine for accessing the POP server.

Accessing Network Settings

From the Fax Machine Front Panel

1. Press **Menu/Exit** to enter the menu.
2. Using the numeric keypad, enter the User Function Number *(see following tables)*.
3. Press ▲ or ▼ until the desired setting is selected.
4. Press **Enter** to access the selections for the setting.
5. Key in or select the desired information.
6. Press **Menu/Exit** to exit the menu.

Table 1: User Functions

Function No.	Function	Function No.	Function
80	Auto Tray Switch	90	IFAX Sender ID
81	Paper Size Check	91	Domain Name
82	LAN Print T.O.	92	Return Receipt
83	POP Interval	93	Receipt Format
84	Delete POP Message	94	Send File Format
85	Time Between GMT	95	POP GW Setting
86	Text Print	96	GW Forward Text
87	Header Print	97	Send Notification
88	Coding Mode	98	Network Settings
89	Extra Fine Mode *(Available ONLY when 600dpi option is installed)*		

Table 2: User Function 98 – Network Settings

1: IP ADDRESS	8: DNS P.SRV ADDRESS
2: SUBNETMASK	9: DNS S.SRV ADDRESS
3: DEFAULT GATEWAY	10: HOST NAME
4: SMTP SERVER NAME	11: FAX E-mail Address
5: POP SERVER NAME	12: DSN
6: POP USER ID	13: NIC INITIALIZE
7: POP PASSWORD	

Components of an Internet Fax

A fax sent over the Internet has three components.

- Header
- e-mail
- Attachment(s): TIFF or PDF (*see "Internet Fax Reception" on page 3*).

Your ability to receive, view, or print these components will vary according to the settings of different functions.

Header

The header includes all routing information for the path your Internet Fax followed from the time it was sent to the time it was received.

The header is automatically generated as part of the Internet Faxing process.

E-mail

The e-mail includes the *To, From,* and *Date* information.

It may include *RE: (subject)* and *body tex*t (e-mail message).

The *To, From,* and *Date* information are automatically generated as part of the Internet Faxing process. However, they are based on information programmed by the user.

The *subject* and *message* (if used) can be determined by the user.

Attachment(s): TIFF or PDF

The TIFF attachment(s) are the "fax" part of the Internet Fax.

The content of the TIFF attachments is determined by the end user. The conversion to TIFF and file handling are part of the Internet Faxing process. (*see "Internet Fax Reception" on page 3*)

What Your T.37 Internet Fax Machine Can Do

T.37 Internet Fax is a feature with many capabilities.

This unit can:

- send and receive faxes via a Public Switched Telephone Network (PSTN)
- send and receive faxes via the Internet
- print via a Local Area Network (LAN)
- act as a network scanner
- act as a Gateway service
- act as a convenience copier

Important!

Internet faxes differ from traditional faxes in these ways:

- *Although your fax machine has security features, faxes sent over the Internet are more vulnerable to interception than faxes sent over the PSTN.*
- *There is no way to verify that a message has been received by the machine to which it was addressed.*

Helpful Hints (T.37)

Your fax machine has many features and capabilities that will help you:

- operate the machine
- save money
- save time

“Help and Helpful Hints” in the Fax machine User’s Guide summarises the features and capabilities directly connected to saving money and time.

“Helpful Hints (T.37)” provides tips that help you use your T.37 Internet Fax to its fullest capability.

PSTN Faxing vs. Internet Faxing

PSTN Faxing is fax communication conducted via telephone lines. You are probably familiar with PSTN faxing. PSTN Faxing requires telephone numbers and telephone lines.

Internet Faxing is fax communication conducted via the Internet. It resembles e-mail communications more than it does PSTN faxing. Internet Faxing requires e-mail addresses, mail servers, Internet connections, and fax machines capable of Internet Faxing.

Internet Fax

Internet Fax is a term with several meanings, depending on context.

Internet Fax can mean:

- fax communication conducted via the Internet;
- a fax machine capable of Internet Faxing;
- the document (fax) sent via the Internet.

Status of Server

Internet Faxing is conducted over the Internet via network servers.

If the servers are down, running slowly, or experiencing other problems, Internet Faxing will be adversely affected.

Backup / Archive (Network Scan)

You can use your fax machine to create digital versions of documents you only have in hardcopy form.

To do this, send the document as an Internet Fax to your e-mail address. When the document is scanned, a TIFF version of the document is created. By sending it to yourself, you will have a digital version of the hardcopy document. You can then use various software packages to work with the digital (TIFF) version. One possible software package is an Optical Character Recognition (OCR) package.

Operation Overview

Before the machine is used, three processes must be completed:

- Installation
- Setup
- Customisation

Note: Installation and setup requirements may vary from system to system.

Installation

Installation covers the physical procedures, such as removing the unit from the shipping packaging, connecting the power, telephone, and network lines, installing consumables.

Installation may be performed by anyone.

Refer to “Installation” in the User’s Guide for more information.

Setup

Setup covers the network installation procedures, such as establishing the IP Addresses and configuring the network card.

A network administrator will perform setup.

Customisation

Customisation covers the programming procedures, such as one touch keys, machine settings, and network settings.

You can perform some of the customisation procedures.

Others must be performed by a network administrator.

LAN Topologies and Operating Systems

Listed below are the LAN topologies and operating systems supported by your fax machine.

LAN

10Base-T Ethernet

100Base-TX Ethernet (Fast Ethernet)

Operating systems supported by the printer driver:

- Windows 3.1
- Windows 95
- Windows NT 4.0
- Windows 2000
- NetWare 3.x
- NetWare 4.x

Note: When printing, Macintosh and UNIX are not supported.

Network Print Protocols

TCP/IP

IPX/SPX

NetBEUI

Internet Fax Protocols

TCP/IP

SMTP

POP3

DNS

Management Protocols

SNMP

MIB

Set Up on a Network

Identifying Current Settings

When your fax machine is setup on a network, settings for the machine are located in two places.

- settings stored on the fax machine
- settings recorded on the network card

Settings Stored on the Fax Machine

The Configuration Report lists the current settings of the fax machine.

Printing the Configuration Report

1. Press **Menu/Exit** to enter the menu.
2. Press ▼ to select Report Print, press **Enter**.
3. Press ▲ or ▼ until the report you want appears on the display. Press **Enter**.
4. Print all the reports you want, then press **Menu/Exit** to return to stand-by mode.

Settings Recorded on the Network Interface Card (NIC)

There are two ways to print a report of the settings recorded on the network card:

- Using the fax machine's menu, print the NIC Configuration Report or the NIC Information Report.
- Pressing a button on the network card.

Using the Fax Machine's Menu

The Configuration Report lists the current settings of the fax machine.

Printing the NIC Configuration Report or the NIC Information Report

1. Press **Menu/Exit** to enter the menu.
2. Press ▼ to select Report Print, press **Enter**.
3. Press ▲ or ▼ until the report you want appears on the display. Press **Enter**.
4. Print all the reports you want, then press **Menu/Exit** to return to stand-by mode.

Using the Button on the Network Card

Note: Some network cards may not have a black button. If yours does not, refer to the previous section, "Using the Fax Machine's Menu."

1. Press the black button on the network card for three seconds.
2. Release the button.
3. Two reports print.

   One report is similar to the NIC Information Report (generated through the menu)

   The other report is the network card self-diagnostic report

Note: If you turn the power on while pressing this button down, the network card will initialise its settings.

Network Card Manual

7100e+ User's Guide

The 7100e+ User's Guide, which is supplied with the network card, explains how to use it.

The 7100e+ User's Guide describes the installation of a network card in an LED printer. Some of the operations in the 7100e+ User's Guide do not apply to your facsimile machine.

The 7100e+ User's Guide ***does not*** explain the functions of Internet Fax.

The 7100e+ User's Guide ***does*** explain the network card settings for Network Print. These settings apply to your machine.

Settings Stored on the Fax Machine

General Information

User Functions 80 to 98 are reserved for network settings.

User Functions 80 to 82 are for network printing.

User Functions 83 to 98 are for faxing using the Internet.

User Function 98, Network Settings, is used to configure the network card. Network settings can also be changed over a network, using various tools.

Note: If your network card cannot fax using the Internet, User Functions 83 to 98 will not display.

You must work with your network administrator to determine the correct information for many of the settings.

Accessing Settings

1. Press **Menu/Exit** to enter the menu.
2. Press ▲ or ▼ until Setup appears on the display. Press **Enter**.
3. Press ▲ or ▼ until LANOPTIONS appears on the display. Press **Enter**.
4. Press ▲ or ▼ until the desired setting (user function) appears on the display.

List of User Functions (Network Settings)

Explanations of each user function follow this list.

Table 1: User Functions for Network Settings

No.	Function	No.	Function
80	Auto Tray Switch	90	IFAX Sender ID
81	Paper Size Check	91	Domain Name
82	LAN Print T.O.	92	Return Receipt
83	POP Interval	93	Receipt Format
84	Delete POP Message	94	Send File Format
85	Time Between GMT	95	POP GW Setting
86	Text Print	96	GW Forward Text
87	Header Print	97	Send Notification
88	Coding Mode	98	Network Settings
89	Extra Fine Mode †1		

†1 Available ONLY when 600 dpi option is installed

Table 2: User Function 98: Network Settings

1: IP ADDRESS	8: DNS P.SRV ADDRESS
2: SUBNETMASK	9: DNS S.SRV ADDRESS
3: DEFAULT GATEWAY	10: HOST NAME
4: SMTP SERVER NAME	11: FAX E-mail Address
5: POP SERVER NAME	12: DSN
6: POP USER ID	13: NIC INITIALIZE
7: POP PASSWORD	

Auto Tray Switch: User Function 80

Settings are: ON or OFF
Default is: OFF.

When Auto Tray Switch is set to ON, your fax machine will use paper from another tray when paper runs out in one tray.

Note: The optional second tray must be installed for this to function, and the same size paper must be installed in both trays.

Paper Size Check: User Function 81

Settings are: ON or OFF
Default is: ON.

Set to ON

If Paper Size Check is set to ON, an alarm displays when the paper size specified from the PC does not match the paper size specified for the tray of the fax machine.

When this alarm is displayed, put the correct size of paper in the specified tray.

Printing begins when the tray is closed.

After printing:

- load the correct size paper for the tray

or

- change the tray configuration to the correct paper size.

Set to OFF

If Paper Size Check is set to OFF, printing occurs even if the PC-specified and Paper Tray paper sizes don't match.

LAN Print T.O.: User Function 82

It is impossible to judge whether printing data is not being transmitted due to network delay or the end of the data stream. This *time-out* configuration allows the device to cancel a print job when no printing data can be found after a specified time has elapsed since the last data was submitted.

Do not change the default configuration unless it is absolutely necessary.

Settings are: 5 sec., 30 sec., 5 min.
Default is: 30 sec.

POP Interval: User Function 83

Use this to set the interval between **POP** receptions.

If daily is selected, four slots (fields) are available for programming.

- Each slot (field) can be programmed with a different time

or

- Times can be programmed into the slots (beginning with Field 1) and the remaining slots can be left blank.

Settings are: Off, 1 min., 5 min., 10 min., 30 min., 60 min., Daily
Default is: 5 minutes.

Delete POP Message: User Function 84

Use this to determine how the received e-mails are deleted from the mail server.

If this user function is set to OFF, received e-mails remain on the POP server until the Network Administrator deletes them.

Available settings are:

OFF: Do not delete mail

TYPE1: Delete only the mail your fax machine can print

TYPE2: Delete all mail

The default setting is **Type 2**.

50 Communications Limit

Your fax machine maintains a log of up to 50 communications.

This log prevents repeat receptions of any messages that have already been read.

However, if there are more than 50 messages on the server, you may experience errors. Your fax machine will receive and print e-mails, but the log will not be correct.

To correct this error

Have the network administrator delete the received e-mails (mail data) on the mail server.

Make sure there is no mail.
Activate the POP reception on your fax machine.
This procedure will erase the log of the 50 previous communications.

To prevent this error

If automatic POP reception is carried out while there is no mail, the log will also be erased.

Regularly delete the received e-mails from the mail server, keeping the number of records on the log below 50.

Time Between GMT: User Function 85

GMT is **G**reenwich **M**ean **T**ime.

Use this function to set the difference between your machine's local time and GMT.

This value must be entered correctly, or e-mail headers will be wrong.

If you need help in determining the difference between your time and GMT, a good reference website may be found at:

http://greenwichmeantime.com

Settings are: 12 to -12, in one-hour increments.
Default is: 0.

Text Print: User Function 86

This function determines if the body text of an e-mail is printed.

If this function is set to ON, the text in e-mail is printed.

Settings are: ON and OFF
Default is: OFF.

Note: Only US-ASCII characters will print. Any characters that cannot be printed are shown as spaces. Text may not be printed or come out garbled, depending on the mail client used.

Header Print: User Function 87

This function determines how the e-mail header is printed.

Text Print: User Function 86, must be ON for this setting (Header Print) to be valid.

Settings are: OFF, TYPE1, and TYPE2
Default is: OFF.

OFF: Header does not print. The message and any TIFF attachments print.

TYPE1: SUBJECT/FROM/TO information prints.

TYPE2: All header information prints. This information includes all routing and server information.

Coding Mode: User Function 88

This function determines the coding mode for the TIFF file images sent by Internet Facsimile.

Settings are: MH, MR, MMR.
Default is: MH.

Compression Rates:

MH	low
MR	medium
MMR	high

Note: Often, other manufacturers' Internet Fax products support only MH.

Extra Fine Mode: User Function 89

This function determines the scan resolution of the EX.FINE mode for Internet Faxing.

Settings are: 300 dpi or 600 dpi.
Default is: 300.

Note: If you want to use 600 dpi scan resolution, the 8MB memory upgrade must be installed.

Sender ID (e-mail): User Function 90

This function determines if the sender ID is included with images scanned by the Internet Fax.

Settings are: ON or OFF.
Default is: ON.

Notes: The setting for this function always applies when using Internet Fax.

IFAX Sender ID: User Function 90, is independent from Sender ID On/Off: User Function 23.

If you are using your fax as a scanner, turn this setting off. This prevents the sender ID data from appearing in scanned images.

Domain Name: User Function 91

This function is only used when setting up your fax machine as a gateway for relay fax. This is also known as an off-ramp.

This setting is required when forwarding e-mail received by SMTP to PSTN/ISDN.

Data is received only from the registered (programmed) domain names.

Example

If you register ***network.com***, only e-mail from domain ***network.com*** or its sub-domain will be received and forwarded.

Note: Domain Name: User Function 91, is only used when setting up your fax machine as a gateway for relay fax.

Domain Name Restrictions

- Up to five (5) domain names may be registered.
- Each domain name may be up to 64-characters long.
- When a SMTP reception request is received, the e-mail will be received *only* if the sender's domain name matches one of the registered domain names. If there is no match, your fax machine assumes that the e-mail cannot be received. Reception does not occur.
- You may use Latin letters, numbers and symbols when registering the domain name.

To enter symbols, use either one-touch key 20 or key “0” of the numeric ten-key pad.

The symbols that can be used are:

! # & ’ ( ) * + , - . / : ; = ? · @ ? ” _ % ~

The “~” (tilde) symbol will appear on the display as “-1”.

Both UPPERCASE and lowercase letters can be used.

To change the case, press the CAPS key (one touch key 31).

Return Receipt: User Function 92

Some mail clients and Internet Fax products currently on the market cannot receive this MDN (**M**essage **D**isposition **N**otification) format correctly.

*MDN vs. DSN (**D**elivery **St**atus **N**otification)*

MDN: You receive a confirmation that your message was received by the destination mail server.

DSN: You receive a confirmation that your message was opened by the person you sent it to (the recipient).

Note: All systems involved in the communication must support MDN and DSN.

When User Function 92: Return Receipt is set to ON, you will receive a notification when the recipient of your message opens it.

The recipient MUST have a mail program that uses the (MDN) standard.

Netscape Messenger, Eudora Pro, and the OKIFAX 5750/5950 and 5780/5980 Series Facsimile Machines support MDN.

Note: When User Function 98: Network Settings, Item 12, DSN is set to ON, you will receive a notification when your message arrives at the recipient’s inbox on the mail server.

The recipient’s server must support the DSN standard.

Your machine always returns an MDN to anyone sending mail with an MDN request, regardless of the setting for User Function 92: Return Receipt.

The setting for User Function 92: Return Receipt does not affect the Error MDN message.

An Error MDN will be returned to the sender if:

- A file other than the TIFF formats compatible with this Internet Fax is received

and

- User Function 73: ERR. REPORT (MCF) is set to ON

Note: When User Function 92: Return Receipt is set to ON, anyone who receives a transmission from your machine will return an MDN confirmation. To print the confirmation, you must set User Function 86: Text Print to ON.

User Function 92: Return Receipt determines if the MDN is added to transmissions.

Message **D**isposition **N**otification is a request for confirmation on whether or not the message has been read.

If MDN is set to ON, a confirmation is returned if the recipient is:

- An Internet Fax machine

or

- A mail client that supports MDN

The format of the confirmation depends on the type of the receiving Internet Fax or mail client. If the recipient has the same Internet Fax machine as yours, a notification in the RFC-compliant format (shown in the example below) will be transmitted.

Example MDN Message

```
Subject: Automatic Disposition Notification (processed)
- hello!

The message you sent on Wed, 19 Jan 2000 15:28:28 +0900
regarding "hello!" has been processed by
abc@network.com.

Final-Recipient: rfc822; abc@network.com

Original-Message-ID:
<3885598C.E47DF614@fax.nework.com>

Disposition: automatic-action/MDN-sent-Automatically;
processed
```

Receipt Format: User Function 93

This function determines the format of the Return Receipt Confirmation (MDN).

Settings are: Text or MDN.
Default is: TEXT.

TEXT: The format that might typically be displayed by a program such as Microsoft Outlook

MDN: The format based on the RFC for MDN.

Send File Format: User Function 94

This function determines the format of an e-mail sent from the T.37 machine. The format can be TIFF or PDF.

Settings are: TIFF or PDF.
Default is: TIFF

Note: If the receiver is another OKI T.37 device, the format must be TIFF.

POP GW Setting: User Function 95

To use the POP Gateway Service, both a *subject* and *password* must be registered.

User Function 95, POP GW Setting allows you to register the *subject* and *password*.

Both the *subject* and *password* can be no more that 20 characters.

GW Forward Text: User Function 96

This function determines if the text portion of an email is attached when Gateway Forwarding is used.

Settings are: ON or OFF.
Default is: ON.

Send Notification: User Function 97

When sending an email from the T.37 device, the body of the e-mail has a message. This message indicates that an attachment is included.

The message varies, depending on the setting of User Function 94: Send File Format (TIFF or PDF).

Settings are: ON or OFF.
Default is: ON.

Network Settings: User Function 98

This function modifies these network settings.

1: IP ADDRESS
2: SUBNETMASK
3: DEFAULT GATEWAY
4: SMTP SERVER NAME
5: POP SERVER NAME
6: POP USER ID
7: POP PASSWORD
8: DNS P .SRV ADDRESS *(Domain Name Service Primary Server)*
9: DNS S .SRV ADDRESS *(Domain Name Service Secondary Server)*
10: HOST NAME
11: FAX E-mail Address
12: DSN Delivery Status Notification
13: NIC INITIALIZE

Note: After changing the network settings under User Function 98, press MENU. The machine enters stand-by mode.

After a few seconds' pause, the display shows that the network Card is being initialised. The data on the network card is updated when this message disappears.

Do not press MENU again while the initialisation message is on display (after changing the settings); if you do, the settings will not update correctly.

DHCP Server

If you are working with a DHCP (Dynamic Host Configuration Protocol) server, the following items are set automatically.

1: IP ADDRESS
2: SUBNETMASK
3: DEFAULT GATEWAY
8: DNS P .SRV ADDRESS (*Domain Name Service Primary Server)*
9: DNS S .SRV ADDRESS (*Domain Name Service Secondary Server)*

Note: Use permanent IP addresses from DHCP.

After changing the network settings under User Function 98, press MENU. The machine goes into stand-by mode.

After a few seconds' pause, the display shows that the network card is being initialised. The data on the network card is updated when this message disappears.

Do not press MENU again while the initialisation message is on display (after changing the settings); if you do, the settings will not update correctly.

Explanation of Settings

1: IP ADDRESS
Sets the IP address.

2: SUBNETMASK
Sets the subnet mask.

3: DEFAULT GATEWAY
Sets the default gateway address.

4: SMTP SERVER NAME
Enter either the IP address or the host name of the SMTP mail server.

Note: If the DNS name of the SMTP server does not work, try entering the IP address of the SMTP server.

Restrictions

- If DNS has been set, use the host name (e.g., mail.network.com).
- If DNS has not been set, enter the IP address of the server. The address must include the "." (period) dividers (e.g., 192.168.4.123).
- Up to 64 characters may be entered.

You may use Latin letters, numbers and symbols

To enter symbols, use either one-touch key 20 or key “0” of the numeric ten-key pad.

The symbols that can be used are:

! # & ’ ( ) * + , - . / : ; = ? · @ ? ” _ % ~

The “~” (tilde) symbol shows on the display as “-1”.

Both UPPERCASE and lowercase letters can be used. To change the case, press the CAPS key (one-touch key 31).

5: POP SERVER NAME

Enter either the IP address or the host name of the POP mail server.

Note: If the DNS name of the SMTP server does not work, try entering the IP address of the SMTP server.

Restrictions

- If DNS has been set, use the host name (e.g., mail.network.com).
- If DNS has not been set, enter the IP address of the server. The address must include the “.” (period) dividers (e.g., 192.168.4.123).
- Up to 64 characters may be entered.

You may use Latin letters, numbers and symbols.

To enter symbols, use either one-touch key 20 or key “0” of the numeric ten-key pad.

The symbols that can be used are:

! # & ’ ( ) * + , - . / : ; = ? · @ ? ” _ % ~

The “~” (tilde) symbol shows on the display as “-1”.

Both UPPERCASE and lowercase letters can be used. To change the case, press the CAPS key (one-touch key 31).

6: POP USER ID

Enter the user ID registered on the POP3 server.

Restrictions

Up to 16 characters may be entered.

You may use Latin letters, numbers and symbols.

To enter symbols, use either one-touch key 20 or key “0” of the numeric ten-key pad.

The symbols that can be used are:

! # & ’ ( ) * + , - . / : ; = ? · @ ? ” _ % ~

The “~” (tilde) symbol shows on the display as “-1”.

Both UPPERCASE and lowercase letters can be used. To change the case, press the CAPS key (one-touch key 31).

7: POP PASSWORD

Enter the password registered on the POP3 server.

If a password has already been entered, it is shown as XXXXXXXXXXXXXXX (sixteen Xs).

Restrictions

Up to 16 characters may be entered.

You may use Latin letters, numbers and symbols.

To enter symbols, use either one-touch key 20 or key “0” of the numeric ten-key pad.

The symbols that can be used are:

! # & ’ ( ) * + , - . / : ; = ? · @ ? ” _ % ~

The “~” (tilde) symbol shows on the display as “ı”.

Both UPPERCASE and lowercase letters can be used. To change the case, press the CAPS key (one-touch key 31).

8: DNS P .SRV ADDRESS

DNS means **D**omain **N**ame **S**ervice.

P.SRV means **P**rimary **Sr**ver.

Sets the IP address of the DNS primary server.

You do not have to change this setting if the server is connected directly using its IP address.

9: DNS S .SRV ADDRESS

DNS means **D**omain **N**ame **S**ervice.

S.Serv means **S**econdary **S**erver.

Sets the IP address of the DNS secondary server.

You change this setting only when a secondary server has been set up.

10: HOST NAME

Enter the host name defined on this machine.

Restrictions

Up to 64 characters may be entered.

You may use Latin letters, numbers and symbols.

To enter symbols, use either one-touch key 20 or key “0” of the numeric ten-key pad.

The symbols that can be used are:

! # & ’ ( ) * + , - . / : ; = ? · @ ? ” _ % ~

The “~” (tilde) symbol shows on the display as “-1”.

Both UPPERCASE and lowercase letters can be used. To change the case, press the CAPS key (one-touch key 31).

11: FAX E-mail Address

Enter the e-mail address assigned to your machine.

Restrictions

Up to 64 characters may be entered.

You may use Latin letters, numbers and symbols.

To enter symbols, use either one-touch key 20 or key “0” of the numeric ten-key pad.

The symbols that can be used are:

! # & ’ ( ) * + , - . / : ; = ? · @ ? ” _ % ~

The “~” (tilde) symbol shows on the display as “-1”.

Both UPPERCASE and lowercase letters can be used. To change the case, press the CAPS key (one touch key 31).

12: DSN (Delivery Status Notification)

MDN vs. DSN

MDN: You receive a confirmation that your message was received by the destination mail server.

DSN: You receive a confirmation that your message was opened by the person you sent it to (the recipient).

All systems involved in the communication must support MDN and DSN.

When a mail server with DSN receives a message, it sends a delivery confirmation to the sender of the message.

Change this setting to OFF, if you are sending a message to a mail server that does not support DSN.

If you do not change this setting to OFF, the server may not be able to handle the message correctly and a communication error may occur.

Some servers can send mail to servers without DSN. In this case, no delivery notification will be sent.

Note: User Function 86: TEXT PRINT must be ON for your machine to receive and print delivery notifications.

When User Function 98: Network Settings, DSN is ON, your machine receives confirmations (MDN) from the mail server of anyone sent a message by your machine.

13: NIC INITIALIZE

Resets the Network Card to its original factory settings.

You may also reset the card to factory settings by pressing and holding the button on the card (if your network card has a button).

Caution: Make sure that you want to do this before proceeding.

When you reset the network card to factory settings, all current settings are lost.

The message "ARE YOU SURE?" will show on the display. You must confirm your choice before the unit will reset to factory defaults.

Changing Settings

There are four ways to change the network settings for your machine.

1. Menu of the machine
2. Web page of the network card
3. AdminManager
4. Telnet

Some settings can be accessed with any method.

Other settings are *only* accessed by one method.

This section lists the settings. The lists are organised by the method used to access the settings. After the lists, each access method is discussed.

Settings Changed Only by Using the Web

Printer Status
Network Status
TCP/IP
NetWare
NetBEUI
EtherTalk
SNMP
Printer Menu
Internet Fax
SMTP Transmit
SMTP Receive
POP3
SMTP Port Number
POP Port Number
Use APO

Note: You can use the Web Page, Internet Fax, to adjust the settings for User Function 98: Network Settings. See the OKILAN 7100e+ User's Guide, "OKILAN Configuration, Using the OKILAN 7100e+ Web Page."

Settings Changed by Using the Web Page or the Menu

User Function 98: Network Settings

1: IP ADDRESS
2: SUBNETMASK
3: DEFAULT GATEWAY
4: SMTP SERVER NAME
5: POP SERVER NAME
6: POP USER ID
7: POP PASSWORD
8: DNS P .SRV ADDRESS
9: DNS S .SRV ADDRESS
10: HOST NAME
11: FAX E-mail Address
12: DSN
13: NIC INITIALIZE

Settings Changed Only by Using AdminManager

The following settings can only be changed using AdminManager:

Network Card Configuration	NetBEUI
General	SNMP
Password	Internet Fax
TCP/IP	SMTP Transmit
Enable DHCP/BOOTP or RARP	SMTP Receive
IP Address, Subnet mask, and Default Gateway	POP3
Enable Banner for FTP / LPR	SMTP Port Number
DNS settings	POP Port Number
NetWare	Use APO
EtherTalk	

Note: You can use AdminManager to adjust the settings for User Function 98: Network Settings. See the OKILAN 7100e+ User's Guide, "OKILAN Configuration, Setting Up the OKILAN 7100e+ Using AdminManager" or the AdminManager on-line help.

Using the OKILAN 7100e+ Web Page

You can use the Web page of the network card to change the network settings for your machine.

See the OKILAN 7100e+ User's Guide, "OKILAN Configuration, Using the OKILAN 7100e+ Web Page."

To access the Web page of the network card, use a web browser such as Internet Explorer or Netscape Navigator.

You can use the Web page of the network card to change:

- The items listed below
- User Function 98: Network Settings

Note: The Web page you access for your fax machine is slightly different from the Web page described in the OKILAN 7100e+ User's Guide.

See the OKILAN 7100e+ User's Guide, "OKILAN Configuration, Using the OKILAN 7100e+ Web Page."

The differences are explained in this section.

Changing Settings Using the Web Page

Printer Status
This is the main web access screen.

Shows the message(s) currently displayed by your fax machine.

Network Status
Shows the status of TCP/IP, NetWare and NetBEUI.

TCP/IP
See the OKILAN 7100e+ User's Guide, "OKILAN Configuration, Using the OKILAN 7100e+ Web Page."

NetWare
See the OKILAN 7100e+ User's Guide, "OKILAN Configuration, Using the OKILAN 7100e+ Web Page."

NetBEUI
See the OKILAN 7100e+ User's Guide, "OKILAN Configuration, Using the OKILAN 7100e+ Web Page."

EtherTalk
Not supported by this machine. Do not change this setting.

SNMP
See the OKILAN 7100e+ User's Guide, "OKILAN Configuration, Using the OKILAN 7100e+ Web Page."

AdminManager

The items listed here are only accessed via the web page.

You can also use the web page to adjust the settings for User Function 98, Network Settings.

SMTP Transmit
Enables or disables the SMTP transmission protocol

For normal operations, set this to Enable.

SMTP Receive
Enables or disables the SMTP reception protocol.

For normal operations, set this to Enable.

If you do not wish to receive by SMTP, set this to Disable.

Note: SMTP reception forwards incoming Fax mail.

POP3
Enables or disables the POP reception protocol.

For normal operations, set this to Enable.

SMTP Port Number
Sets the SMTP protocol port number.

Do not change this unless it is necessary.

The default setting is 25.

POP Port Number
Sets the POP protocol port number.

Do not change this unless it is necessary.

The default setting is 110.

Use APOP
This setting is available when you are using a POP server that supports APOP.

With APOP, the POP password will be encrypted before it is sent.

A communication error will occur if this setting is turned on when using a server which does not support APOP.

Printer Menu

The Printer Menu provides information about Paper, Trays, Timers and Alarms, and Emulations.

This menu should not be displayed for this machine.

If it does display, you will not be able to change its settings.

Using AdminManager

Use this tool to configure the Network Card on Windows95/98/NT4.0 via the network.

The settings available through AdminManager are nearly the same as those accessible through the Web page.

Note: The Web page you access for your fax machine is slightly different from the Web page described in the OKILAN 7100e+ User's Guide.

See the OKILAN 7100e+ User's Guide, "OKILAN Configuration, Setting up the OKILAN 7100e+ Using AdminManager", or the AdminManager on-line help.

The differences are explained in this section.

The OKILAN 7100e+ User's Guide contains detailed information about these settings. There are differences between the settings you will see for the Internet Fax Web page and the page described in the OKILAN 7100e+ User's Guide.

This section explains the information choices (tabs) within AdminManager and the differences in settings you will encounter.

When you start AdminManager, you will see a list of the network cards connected to the printers and facsimiles. Check the MAC addresses of the printers and facsimiles to identify the network card you want to configure.

Note: The Network Card Report provides the MAC address as explained earlier.

Next, select the network card you wish to configure.

Then go to MENU, then Setup, then Device Setup.

You can change the following settings:

- General
- TCP/IP

  Enable DHCP/BOOTP or RARP

  IP Address, Subnet mask and Default Gateway

  Enable Banner for FTP/LPR

  DNS settings
- NetWare
- EtherTalk
- NetBEUI
- SNMP
- Internet Fax

General

Set the password.

TCP/IP

Allows you to modify these settings:

a. Enable DHCP/BOOTP or RARP
b. IP Address, Subnet mask and Default Gateway
c. Enable Banner for FTP/LPR
d. DNS settings

NetWare

Allows you to modify the NetWare server settings.

Please note that the position of the Pserver menu is different for Internet Fax, and so is the method for setting Pserver NDS and Bindery.

Note: See the OKILAN 7100e+ User's Guide, "OKILAN Configuration, Setting Up the OKILAN 7100e+ Using AdminManager" or the AdminManager on-line help.

EtherTalk

Not used by this machine.

NetBEUI

See the OKILAN 7100e+ User's Guide.

SNMP

See the OKILAN 7100e+ User's Guide.

The Printer TRAP facility of the tool supplied with Internet Fax has been expanded.

You can add up to 5 addresses in TCP/IP as Printer Traps and also an extra address in IPX/SPX, for which trap alarms can be specified individually.

Please also see the help menu of the tool.

Internet Fax

You can use AdminManager to change the same settings that are accessed through the Web page (User Function 98: Network Settings).

Telnet

Your fax machine is Telnet capable.

You can use Telnet (via the network) to change the network settings for your machine.

There are differences between what you see and what is described in the OKILAN 7100e+ User's Guide.

Note: See the OKILAN 7100e+ User's Guide, "OKILAN Configuration, Setting Up the OKILAN 7100e+ Using AdminManager".

Customisation

Programming e-mail Addresses

You can program (store) e-mail addresses into your machine, just as you do telephone numbers. You can create a group of e-mail addresses, just as you can create a group of telephone numbers.

For more information about groups, see the Fax machines' Users Guide, "Sending a Fax to Multiple Locations."

Procedure

Note: Print the Telephone Directory before you begin programming. This provides a reference of the speed dial numbers already programmed.

See the User's Guide, "Reports, Telephone Directory."

Be sure to write the name for any Speed Dial numbers you program on the One Touch Sheet(s).

The One Touch Sheet(s) provide space for a limited number of Speed Dial numbers, depending on the model of your fax machine.

OKIFAX 5780 1 through 50.

OKIFAX 5980 1 through 90.

For Speed Dials x and above, program the number(s) and print the Telephone Directory. Where x =51 (OKIFAX 5780) or x = 91 (OJIFAX 5980)

See the User's Guide, "Reports, Telephone Directory."

1. Press **Menu/Exit** to enter the menu.
2. Press ▲ to select Location Program. Press **Enter.**
3. The cursor will be at Speed Dial. Press **Enter**.
4. Input the speed dial number you want to program, then press **Enter**.

Note: E-mail addresses can ONLY be programmed in Speed Dials 1 - 50 (OKIFAX 5780) or 1 - 90 (OKIFAX 5980).

5. Press ▲ to select e-mail Address. Press **Enter.**

6. Input the e-mail address. Press **Enter**.

Note: One touch Key 32 is the @ symbol.

Use one touch Key 31 (CAPS) to switch between upper and lowercase letters, if necessary.

7. The display shows TIFF or PDF. Press **Enter**.

8. The display shows SENDER ID (EMAIL) AT TOP. Press **Enter**.

9. The display shows RETURN RECEIPT (MDN). Press **Enter**.

10. Repeat the above process from Step 4 until you have finished programming.

11. Press **Menu/Exit** to return the machine to stand-by mode.

12. When finished with the programming of one touch keys, lift off the plastic cover. Use a pencil to write the name of the one touch key you have programmed.

Note: Print the Telephone Directory when you finish programming. This provides a reference of the Speed Dial numbers already programmed.

See the User's Guide, "Reports, Telephone Directory."

Be sure to write the name for any Speed Dial numbers you program on the One Touch Sheet(s).

Confirming e-mail Address Programming

If you want to check / verify an e-mail address you have programmed, print the Telephone Directory.

See the User's Guide, "Reports, Telephone Directory."

E-mail Address Restrictions

Up to 64 characters may be entered.

You may use Latin letters, numbers and symbols.

To enter symbols, use either one-touch key 20 or key "0" of the numeric ten-key pad.

The symbols that can be used are:

! # & ' ( ) * + , - . / : ; = ? · @ ? " _ % ~

The "~" (tilde) symbol shows on the display as "-1".

Both UPPERCASE and lowercase letters can be used.

To change the case, press the CAPS key (one touch key 31).

Must be programmed / assigned to one touch keys 01~50 (OKIFAX 5780) or 1~90 (OKIFAX 5980).

Using Internet Fax

Sending a Document

General Information

Sending a document from the document feeder of the machine using the Internet Fax feature is very similar to sending a document using the Public Switched Telephone Network (PSTN / regular phone line).

See the User's Guide, "Basic Operations."

Important!

Internet faxes differ from traditional faxes in these ways:

Although your OKIFAX has security features, faxes sent over the Internet are more vulnerable to interception than faxes sent over the PSTN.

There is no way to verify that a message has been received by the machine to which it was addressed.

Differences

Internet Fax data is scanned into memory before transmission.

Your machine must establish a server connection before the document is sent.

Stopping a Transmission

Press **STOP** to end a transmission.

Note: The transmission ends immediately. You do not have to confirm your request before it takes effect.

How to Send a Document

1. Load the document(s).
2. Select the entry method.

For more information on entry methods, refer to the User's Guide, "Basic Operations"

Entry methods are:

- One touch
- Search

You must know the first letter of the e-mail address to search for an e-mail address.

Non-programmed e-mail

Also known as Numeric Keypad (Walk-up) e-mail faxing

You must send the document as an Internet Transmission.

See the following section ("Sending to a Non-Programmed E-mail") for more information.

1. Press **START**.
2. The machine scans the document and stores the document's image data into memory.
3. Next, the machine establishes a server connection.

   "Sending" appears on the display when the server connection is established.
4. At the end of the transmission, the result shows on the display and a buzzer sounds.

Sending to a Pre-programmed E-mail

Normally, when you send to a pre-programmed e-mail address, you load the document and press the appropriate one touch key.

However, other options are available. These options allow the machine to function like a typical email program.

To access these options:

1. Load the document.
2. Press the **EMAIL** key twice.

   The list of e-mail options appears on the display.

For more information, refer to the list on the following page.

3. Press ▲ or ▼ to move the cursor to the desired option.
4. Press **Enter**.

For more information, refer to the "Descriptions of e-Mail Options." below

Note: Program your own e-mail address as a One Touch or Speed Dial number. This saves time when you are working with e-mail.

If you want replies (to emails you have sent) to go to your computer, program your computer email address as a One-Touch or Speed Dial number.

List of e-Mail Options

TO	RETURN RECEIPT
CC	COMFIRM REPORT
FROM	DISPLAY (TO:)
SUBJECT	DISPLAY (CC:)
SEND FILE FORMAT	DISPLAY (FROM:)
SENDER ID(EMAIL)	

Descriptions of e-Mail Options

TO	Use this option to select a One-Touch, Speed Dial, or Group. Whatever you select MUST be programmed with an email before you select it.
CC	Use this option to select a One-Touch, Speed Dial, or Group. Whatever you select MUST be programmed with an email before you select it.

FROM	Use this option to select the One-Touch key programmed with the sender's address. *Note: Program your own e-mail address as a One Touch or Speed Dial number. This save time when you are working with e-mail.* *If you want replies (to emails you have sent) to go to your computer, program your computer email address as a One-Touch or Speed Dial number.*
SUBJECT	Use this option to enter a subject of up to 40 characters.
SEND FILE FORMAT	Use this option to select the type of file your document will be converted to: TIFF or PDF.
SENDER ID (EMAIL)	Use this option to select the whether or not the email sender ID will be printed at the top of the page on the receiving end If ON is activated, the email sender ID prints.
RETURN RECEIPT	Use this option to have your machine request a confirmation from the recipient's machine that the document was read.
CONFIRM REPORT	Use this option to have your machine print a report of locations entered in the TO, CC, FROM, and SUBJECT fields.
DISPLAY (TO:)	Use this option to display the list of locations entered for this field. To return to the previous menu, press ◀ or **STOP**.
DISPLAY (CC:)	Use this option to display the list of locations entered for this field. To return to the previous menu, press ◀ or **STOP.**
DISPLAY (FROM:)	Use this option to display the list of locations entered for this field. To return to the previous menu, press ◀ or **STOP**.

Sending to a Non-Programmed E-mail

Also known as Numeric Keypad (Walk-up) e-mail faxing

If you want to send an Internet Fax, but you do not want to program the e-mail address as a One-Touch, you must make sure that it is sent as an Internet Transmission.

1. Load the document.
2. Press the e-mail key.
3. Input the e-mail address.

Note: One touch Key 32 is the @ symbol.

Note: Use one touch Key 31 (Caps) to switch between upper and lower-case letters.

4. Press **START**.

Limitations and Suggestions

- If you need a digital copy of a fax transmission for your records, send the fax to the destination *and* your e-mail address. Your e-mail address will receive a digital copy (.TIFF or .PDF format) of whatever you send.
- If you select the same e-mail address twice, the document will be sent to it only once.
- To stop transmission, press **STOP**.

  The transmission terminates immediately, without asking for confirmation.
- Internet Fax data is scanned into memory before transmission. If the document is too long to fit into memory, divide it and make two or more transmissions.

  If you frequently divide documents, consider installing additional memory.

TIFF or PDF Format

When functioning as an Internet Fax, your machine converts the scanned document into a single TIFF or PDF format file and sends it by e-mail.

The transmit resolutions are:

- 200 x 100 dpi in STD mode
- 200 x 200 dpi in FINE mode
- 300 x 300 dpi

or

- 600 x 600 dpi * in EX-FINE
  ** the 8MB memory upgrade (600 dpi TX) option must be installed.*
- 200 x 200 dpi in PHOTO mode

The images are compressed using one of the standard formats used on faxes:

- MH
- MR
- MMR (this setting can be changed).

Note: Other manufacturers' Internet Fax products may receive only in the STD and FINE resolutions and in MH compression mode.

Remember this if you are sending a document to an Internet Fax made by a different manufacturer.

This is not an issue when you send to a machine identical to yours or if you send to a PC.

Your machine attaches the following text to fax document e-mails.

There is a TIFF file in this mail, which has been sent from an Internet Facsimile.

You can see the TIFF file by using "Imaging" of Windows NT4.0/ Windows 95(OSR2)/Windows98/Windows 2000.

Viewing TIFF Files

To view TIFF files, you must have a TIFF viewer installed on your PC.

Microsoft Windows 95, 98, NT 4.0 and 2000 have a viewer called Imaging, which you can use to view TIFF files.

Note: Before printing a TIFF file from Imaging, go to OPTIONS in either the Print screen or in Properties and set the Print format to "Fit to Page."

If it is set at "Actual size", part of the fax image may be cut off from the printout.

Viewing PDF Files

To view PDF files, you must have Adobe Acrobat Reader (Version 3.x, or above) installed on your PC.

Note: Before printing a PDF file from Imaging, go to OPTIONS in either the Print screen or in Properties and set the Print format to "Fit to Page."

If it is set at "Actual size", part of the fax image may be cut off from the printout.

Receiving Internet Faxes

Your machine can receive Internet Faxes two ways.

- Automatic Reception
- Manual Reception

During automatic reception, your Internet Fax machine automatically connects to the server and receives mail at the time interval set in User Function 83: POP INTERVAL TIME setting.

If your machine performs an automatic reception, but no messages (mail) are on the server, no record of the session is made.

If your machine performs a manual reception, but no messages (mail) are on the server, service code F941 is used as the record of the session.

Note: Internet Faxes are received into memory.

Make sure that your machine has enough free memory to receive fax messages.

If too little memory is available, reception may be terminated before the complete message is received.

Install an optional memory expansion kit if your Internet Fax receptions frequently terminate before completion.

If User Function 86: Text Print is set to ON, your machine cannot receive Internet Faxes while a print alarm (e.g., no paper, cover open, paper jam) exists.

Automatic Reception

If your machine performs an automatic reception, but no messages (mail) are on the server, no record of the session is made.

Single Message

If one message is on the server, your machine receives the message and prints it.

Multiple Messages

If more than one mail message is on the server, your machine receives all of the messages and prints them.

Text Print ON

Note: If User Function 86: Text Print is set to ON, your machine will not receive Internet Faxes while a print alarm (e.g., no paper, cover open, paper jam) exists.

If User Function 86,:TEXT PRINT, is set to ON, your machine receives only one message during each reception.

If there is more than one mail message, your machine prints one message at a time.

Your machine receives multiple mail messages one at a time and prints them one at a time.

Manual Reception

Your machine can manually receive mail.

If your machine performs a manual reception, but no messages (mail) are on the server, service code F941 is used as the record of the session.

1. Press **Menu/Exit** to enter the menu.
2. Press ▲ or ▼ to select Internet Fax. Press **Enter.**
3. Press ▲ or ▼ to select at Internet Rx. Press **Enter**.
4. Press **START**.

If your machine performs a manual reception, but no messages (mail) are on the server, the record of the session shows service code F941.

Receiving TIFF files

Your machine receives mail messages with TIFF attachments from the mail server and prints out the attached files.

Note: Your machine CANNOT receive mail messages with PDF attachments!

Restrictions

Your machine can print out TIFF's in the Simple Mode defined in ITU-T T.37.

It cannot print any other TIFF format.

If your machine receives any other TIFF format, a communication error occurs and an error report prints.

Note: However, an "Internet Fax Utility" is available, both on the CD which accompanies this product, and from the OKI website. This utility, which converts the file into the correct TIFF format, should be installed by the **sender** *of the mail.*

Resolution

Your machine can receive files with the following resolutions.

- 300 x 300 dpi

or

- 600 x 600 dpi
  [the 8MB memory upgrade (600 dpi TX) option must be installed]
- 200 x 400 dpi

Note: The 8MB memory upgrade (600 dpi TX) option must be installed if you want to receive files with 600 x 600 dpi resolution.

Compression

Your machine can receive files with the following compression formats.

- MH
- MR
- MMR (*this setting can be changed)*

Receiving e-mails (Body Text)

A fax sent over the Internet has three components.

- Header
- e-mail

- TIFF attachment(s)

The e-mail includes the *To*, *From*, and *Date* information.

It may include *RE: (Subject)* and *body text* (e-mail message). The e-mail of an Internet Fax often comes with added messages (text) before and after the TIFF's.

You can select how (or whether) these components print.

Printing e-mails

When User Function 86: Text Print set to ON, the following components print:

- header
- e-mail (Body Text)
- any messages (text) that appear before or after the TIFFs

Limitations

Your fax machine can print:

- ASCII text
- Latin letters and numbers
- Symbols ! # & ' ( ) * + , - . / : ; = ? · @ ? " _ % ~

Your fax machine cannot print:

- Base 64 encoded text

Your fax machine may not be able to print:

- messages from an e-mail client
- messages with text-file attachments

Gateway Services (Forwarding)

There are four Gateway Services.

1. POP
2. Answer Mode
3. SMTP
4. Relay

Each service is explained in the following sections.

POP Gateway Forwarding

The steps for POP Gateway Forwarding are:

1. The gateway machine is programmed with a POP Gateway Subject and Password (User Function 95: POP GW SETTING).
2. The sender transmits an email to the gateway machine with the SUBJECT field formatted as shown:

   SUBJECT:PASSWORD=5551212

3. The Gateway machine receives the email and compares the subject field with the pre-programmed Gateway *subject* and *password* (Step 1). If they match, the Gateway machine dials the phone number that follows the "=" in the subject field and forwards the document.

Example of POP Gateway Forwarding

Set up

1. Press **MENU/EXIT.**
2. Press **95** on ten key pad
3. Enter GW SUBJECT (For example: SEND)
4. Press **Enter.**
5. Enter GW PASSWORD (For example: FAX)
6. Press **Enter.**
7. Press **MENU/EXIT.**

Subject Field

The *subject field* of an email that this gateway machine forwards would look like this:

SEND:FAX=5551212

If multiple phone numbers are to be entered they must be separated by "&".

SEND:FAX=5551212&5551313&5551414

(Number 1 is 5551212, Number 2 is 5551313, Number 3 is 5551414

Restrictions

1. The maximum number of digits available for the *subject* and p*assword* is 20.
2. The maximum number of digits available for the telephone number is 40.
3. No more than 10 numbers can be forwarded.

Answer Mode Forwarding

The steps for Answer Mode Forwarding are:

1. A telephone number or email address can be programmed as the forwarding location.

Note: You can forward to a telephone number OR an e-mail address, but not both.

2. When that occurs, User Function 10: AUTO ANSWER MODE, adds the setting FWD, to the menu.
3. ALL incoming faxes will automatically be forwarded to that email address when:
   - an email address has been programmed as the forwarding location, *and* FWD is selected as the answer mode.

SMTP

E-mails to a Fax Number

Your machine can forward images received via e-mail to another fax machine.

There are two ways to do this.

- SMTP
- POP

The POP method is described in “Gateway Services (Forwarding), POP Gateway Forwarding”.

A description of SMTP follows.

SMTP General Information

Use the format FAX={telephone number}@{domain name} to indicate the forwarding number.

The Internet Fax forwards the received TIFF file to then umber given after “FAX=” by normal fax transmission.

The items listed below have certain restrictions when used as part of this feature:

- Image
- Telephone number
- Mail address format
- Domain names

SMTP Example

The e-mail address of your fax machine is:

5980@somedomain.com

To use the Gateway Service, the sender would use:

FAX=5551212@5980.somedomain.com

This follows the format

FAX={telephone number}@{domain name}.

SMTP Image Restrictions

- Only TIFFs can be forwarded. TIFFs must be the type of file your machine can receive.
- Text files cannot be forwarded.
- Files in formats not supported by this machine cannot be forwarded.

SMTP Telephone Number Restrictions

- Characters that can be used:

  Numbers 0-9, Symbols *, #, -, P (for pause) and +.

  The machine will not receive the message if anything else is entered.

- The telephone number cannot be more than 40 digits long.

SMTP Mail Address Format

The exact mail address format required for e-mail-to-fax forwarding varies from one network to another.

Consult with your network administrator for the correct format to use.

Example

Host name

intfax

Domain name

network.com

e-mail Address

FAX=*telephone number*@intfax.network.com

Both the mail server and your fax machine use this e-mail address for forwarding the message.

SMTP Domain Name Restrictions

You must register the domain names that your machine will communicate with (receive data from) when forwarding email-to-fax.

This is intended to prevent unauthorised access of the e-mail forwarding function.

- Up to five (5) domain names may be registered.
- Each domain name may be up to 64 characters long.

Your machine will only accept data from a sender when:

- The sender's domain name matches one of the registered domain names; *or*
- The sender's domain name is a sub-domain of one of the registered domain names.

You can make a broadcast transmission to up to 10 recipients by specifying each telephone number in the above mail address format.

SMTP: How it Works

1. The client sends a message to the mail server using the address format FAX=123@fax.abc.com.

   (A client can be a computer or an Internet Fax).

2. The mail server makes an enquiry to the DNS server about fax.abc.com

3. The DNS server replies to the mail server with the IP address of fax.abc.com.

4. The mail server forwards the message to the Internet Fax.

5. The Internet Fax then forwards the message to an F-Code fax machine with the telephone number of 123.

It is also possible for an e-mail client to communicate directly with this machine. To do this, specify the IP address of this Internet Fax instead of the e-mail client's SMTP server address. Specify a recipient using the above address format and attach a TIFF file in a format supported by this Internet Fax, and you can have the TIFF file forwarded by fax on reception. Please note that it may not be possible to establish a connection between this Internet Fax and some types of email clients.

SMTP Mail Server Settings for E-mail-to-FAX Gateway Service

The setting changes explained here can only be made by a network administrator.

To use gateway service 1 (e-mail-to-OKIFAX-to-G3 FAX), the mail server and the DNS server must be configured to forward e-mail to your fax machine.

Here are some examples of settings for forwarding mail to your fax machine.

Note: The settings given here are only examples. Servers do not have to be configured as shown in order to use the gateway service. The domain name, host names and IP addresses given in this text are for example only. You must set these values according to your own network setup.

You will need to adjust settings in these categories:

- DNS Server
- Mail Server

SMTP DNS Server

First, register your fax machine on the DNS server.

In this example, the settings for a type of DNS server called BIND run on UNIX are explained.

You will need to know or set the following items:

- Network Setup
- Install the fax machine as a device on the network
- Add a record to the zone file
- Add a PTR record to the reverse zone file
- Restart the Server

Network Setup

The network in our example has this setup:

Network domain name:

abc.com

Host name of the mail server in this domain:

mail.abc.com

IP address of this mail server:

192.168.1.100

Host name of the DNS server in this domain:

dns.abc.com

IP address of this DNS server:

192.168.1.101

IP address of the client PC:

192.168.1.50

Host name of the client PC:

user.abc.com

Install the Fax Machine

Now, install your fax machine on this network.

Host name of the fax machine: fax.abc.com

IP address of the fax machine: 192.168.1.105

Add a Record

Add a record of the fax machine on the zone file of the DNS server (dns.abc.com).

Address (A) record.....

mail.abc.com	IN	A	192.168.1.100
dns.abc.com	IN	A	192.168.1.101
user.abc.com	IN	A	192.168.1.50
fax.abc.com	IN	A	192.168.1.105

Add a PTR Record

Add a PTR record of the fax machine to the reverse zone file.

Pointer (PTR) Record

……

100.1.168.192.in-addr.arpa.IN PTR mail.abc.com.

101.1.168.192.in-addr.arpa.IN PTR dns.abc.com.

50.1.168.192.in-addr.arpa. IN PTR user.abc.com.

105.1.168.192.in-addr.arpa.IN PTR fax.abc.com.

……

Restart the Server

When all the records have been updated, restart the DNS server.

After the above configuration has been made, all mail addressed to <xxxx@fax.abc.com> will be forwarded to the fax machine.

SMTP Mail Server

Most of the time, the DNS server configuration explained in the DNS Server section will allow you to use the e-mail-to-FAX relay service.

The DNS server configuration is not always used. Some mail servers are configured to process all mail addressed to hosts belonging to their domain as mail to themselves. If mail server mail.abc.com has been set up in this way, it will regard mail to xxxx@fax.abc.com as mail to one of its users and will not forward it to your fax machine.

To prevent this, configure the mail server so it does not process mail addressed to host fax.abc.com.

This example assumes that:

- The OS of mail.abc.com is FreeBSD.
- The mail server is sendmail.
- Configuration file sendmail.cf is generated using utility "CF."

You will have to edit sendmail.cf directly if no utility of this kind is available. The procedure for this operation is very complicated. It will not be explained here.

To configure the mail server, you will:

- Insert strings into sendmail.def
- Add strings specifying email-to-FAX relay
- Create a new sendmail.cf
- Overwrite the original sendmail.cf
- Restart the mail server

1. Insert the following strings to file sendmail.def.

   ……
   ACCEPT_LOWER=yes
   ……
   LOWER_MATCH_STYLE=!lw-file
   ……

Note: ACCEPT, etc. tells the server to receive mail to hosts located within its domain. LOWER, etc. tells the server to receive mail to hosts located within its domain, EXCEPT mail to hosts listed in sendmail.lw.

2. Add a string (specifying e-mail-to-FAX relay) to /etc/sendmail.lw.

   ……
   fax

Note: With "fax", the server DOES NOT receive mail to fax.abc.com.

3. Create sendmail.cf

   and

4. Overwrite the original sendmail.cf with it.
5. Restart the mail server.

After the above changes, sendmail will forward mail addressed to xxxx@fax.abc.com to your fax machine instead of processing it itself.

SMTP Mail Forwarding Process

1. Client sends mail to mail server

   (To: fax=123@fax.abc.com)
2. Mail server makes enquiry to DNS server regarding fax.abc.com
3. DNS replies to mail server

   (returns the IP address of fax.abc.com)
4. Mail server forwards mail to fax machine
5. FAX communication to FAX number 123

Relay

Faxes to an e-mail Address

Your fax machine can forward incoming faxes from an F-Code fax machine to an e-mail address.

Important!

Be aware that, although your OKIFAX has security features (password protection, access restricted to certain domain names), any system is vulnerable to attack. If you set up your OKIFAX for this feature, it may be possible for unauthorised faxes to be sent to other machines through your fax machine.

Relay Print: User Function 27, must be ON for you to use Gateway Services (Forwarding).

The default setting for Relay Print: User Function 27, is OFF, to help protect against unauthorized faxes being sent through your machine.

Procedure

1. Create a personal mailbox as a relay mailbox.
2. Register a one-touch key, with an e-mail address assigned to it, in the relay mailbox.

   Any fax image sent to this Personal Box is then forwarded to the assigned e-mail address.

   See the User's Guide, "Advanced Operations, Confidential Faxes, Programming Personal (Confidential) Mailboxes."

   See the User's Guide, "Advanced Operations, Relay Faxing."

How it works

1. An F-Code fax machine sends the fax message to your Internet Fax machine.
2. Your Internet Fax machine then converts the message to an e-mail and forwards it to a mail server.
3. The mail server then sends the e-mail to a computer or another Internet Fax.

Network Scanner

Your fax machine can be used as a network scanner.

Remember the following when using your fax machine as such:

- you can adjust the resolution of the scanned images
- turn off the IFAX Sender ID: User Function 90, or it will appear on your scanned images

Example

This is an example of using your fax machine as a network scanner:

- You have a hard copy document that you would like to have on file as a digital copy.
- You can use your fax machine to scan the document and send the scan version (digital copy) to your e-mail address.
- The scan version of the document is a TIFF file.

How it Works

The document is scanned as if it were being sent as an Internet Fax, but the document is actually sent to an e-mail address on the network.

The recipient (destination e-mail address) receives the document on their PC as a TIFF file.

Image Resolution

The setting for User Function 89: Ex.Fine Mode, adjusts the resolution of the scanned image.

The resolution may be set between 300 and 600 dpi.

Note: The 600 dpi TX option (8 MB of memory) must be installed to achieve 600 dpi scan resolution.

Sender ID (EMAIL)

User Function 90: Sender ID must be set to ON when you are using your fax machine for faxing using the Internet. This places the Sender ID on the top of any documents you send.

However, when you are using your fax machine as a network scanner, you do not want this information to appear on your scanned documents.

Note 1: Set User Function 90: SENDER ID to OFF while using your fax machine as a network scanner.

Note 2: The Sender ID will not appear at the top of scanned documents.

Note 3: Be sure to set Sender ID to ON when sending faxes.

Network Printing

Printing Documents

To use your fax machine to print documents via the LAN, you need to install the appropriate software from the CD-ROM supplied and make the correct settings for your environment.

A brief description of each of the supported operating systems and the suggested installation procedure appears in this section.

When installing network card utilities, select the Quick Setup option where it is available.

Note 1: The printer driver provided on the CD-ROM supports only network printing.

Note 2: Printing via the parallel port is not supported.

Note 3: Local printing through the parallel port requires a different driver (provided with the optional MFP Kit).

For further details, please contact your authorised supplier.

Printing on Transparencies

When printing on transparencies:

- set the Media Type to Light
- use manual feed
- set the machine for face-up stacking
- recommended transparency type is 3M CG2300

Change the settings through the printer driver, (provided with the optional MFP Kit).

Operating Environment

Operating Systems

NetWare

Recommended procedure:

1. Install the printer driver.
2. Install the network card utility.
3. Configure the network card.

The NetWare server has two modes:

- printer server mode, *and*
- remote printer mode

The Network Card supports either mode.

To use NetWare, the fax machine should be attached as a printer under NetWare control.

For more details, see the information on the CD-ROM supplied.

Windows NT 4.0 and Windows 2000

Recommended procedure:

1. Install the printer driver.
2. Install the network card utility.
3. Configure the network card.

When printing directly from Windows NT 4.0 or 2000, use LPR (Microsoft TCP/IP Printing), included in Windows NT 4.0 and 2000.

Add the LPR port as the driver output port and assign it the IP Address configured for Network Card.

TCP/IP should be added to Windows NT 4.0, 2000 because it is used for LPR.

Note: While installing the driver on Windows 2000, you may encounter a warning message about authentication. Ignore this message if it appears. It will not cause any problems with the installation of the driver.

For more details, see the information on the CD-ROM supplied.

Windows 95/98

Recommended procedure:

1. Install the printer driver.
2. Install the network card utility.
3. Install the Print Monitor (LPR Utility).
4. Configure the network card.

When printing directly from Windows 95/98, the Print Monitor (LPR Utility) should be installed from the CD-ROM supplied.

TCP/IP must be installed in Windows 95/98 in order to use the Print Monitor (LPR Utility).

For more details, see the information on the CD-ROM supplied.

Windows 3.1

Recommended procedure:

1. Install the printer driver.
2. Run SETUP.EXE from the Win31 directory on the CD-ROM supplied.
3. Configure the network card.

When printing from Windows 3.1, a NetWare Server is required, since Windows 3.1 is not a network operating system.

Printing via LPR, from Windows 3.1 connected to the network with other commercial TCP/IP protocols, is not assured.

Other Operating Systems

Other operating systems, such as Macintosh or UNIX, are not supported.

Configuring from Network Utilities (also known as CD Setup Utilities)

The network card configurations may be altered from a PC via the network, using the utilities on the CD-ROM. The configuration settings can be accessed from the installer.

With these utilities, TCP/IP and NetWare parameters may be configured.

For more details, see the information on the CD-ROM supplied.

Note: When using the above utilities, the setup screen for EtherTalk, which the fax machine does not support, will be displayed.

Set EtherTalk "Disable" to prevent it from being used.

Configuration

Network settings can be modified through the front panel (menu) of your fax machine via User Function 93: Network Settings.

1. Press **Menu/Exit** to enter the menu.
2. Press ▼ to select Setup, press **Enter**.
3. Press ▼ until LANOPTIONS appears on the display. Press **Enter**.
4. Press ▼ until User Function 93: NETWORK SETTINGS appears on the display.

To print from Windows using LPR, it is necessary to set the IP ADDRESS (User Function 93: Setting 1). This is not required if printing from NetWare only. It is necessary for using Internet Fax functions.

Settings

1. IP ADDRESS

   Sets the IP address.

2. SUBNETMASK

   Sets the subnet mask.

3. DEFAULT GATEWAY

   Sets the default gateway address.

User Functions

These three user functions are specific to Network Printing:

- Auto Tray Switch: User Function 80
- Paper Size Check: User Function 81
- LAN Print T.O.: User Function 82

Auto Tray Switch: User Function 80

Settings are: ON and OFF
Default is: OFF.

When the Auto Tray Switch is set to ON, your fax machine will use paper from another tray when paper runs out in one tray.

Note: The optional second tray must be installed for this to function and. the same size paper must be installed in both trays.

Paper Size Check (User Function 81)

Settings are: ON and OFF
Default is: OFF.

Set to ON

If Paper Size Check is set to **ON**, an alarm displays when the paper size specified from the PC does not match the paper size specified for the tray of the fax machine.

When this alarm is displayed, put the correct size of paper in the specified tray.

Printing begins when the tray is closed.

After printing,

- set the same paper as configured for the tray

or

- change the tray configuration to the correct papersize.

Set to OFF

If Paper Size Check is set to **OFF**, printing occurs even if the PC-specified and Paper Tray paper sizes don’t match.

It is impossible to judge whether printing data is not being transmitted due to network delay or the end of the data stream. This time-out configuration allows the device to cancel a print job when no printing data can be found after a specified time has elapsed since the last data was submitted.

Do not change the default configuration unless it is absolutely necessary.

Settings are: 5 sec., 30 sec., 5 min.
Default is: 30 sec.

Banner Output

Your fax machine supports TEXT-style Banner of NetWare 3.x and NetWare 4.x.

Note: Only US-ASCII characters will print.

Any characters that cannot be printed are shown as spaces.

If a NetWare banner cannot be printed, alter the configuration

- at your PC to “No Banner Used”

  or

- at NetWare Server to “No Banner Sent”.

Contact your NetWare Network Administrator for assistance.

When a problem occurs with banner printing, change the banner settings to “NO” with the correct utilities. Do this even though the Network Card supports FTP and LPR banners.

Problem Solving

There are two areas of Problem Solving:

- End User
- Network Administrator

End User

Option Board Error

If your fax machine displays the message, OPTION BOARD ERROR, an error may have occurred at the interface between the fax machine and the network card.

Turn off the fax machine. Verify that the network card is correctly installed. Turn the machine on.

LAN Data Error

When LAN DATA ERROR is shown on the fax display, there may be a problem in the printing data transmitted via the network.

The printing data will be cancelled.

Re-send the print job.

If this error occurs while printing documents, the error may be a paper jam. Clear the jam.

Note: When the print job was cancelled from a PC, LAN DATA ERROR *may be displayed. This is because defective data may have been transmitted to the fax machine.*

Network Problem

If any printing problems occur (other than the errors mentioned in this section), see the information on the CD-ROM supplied.

Network Administrator

Service Codes

When a communication error occurs, print the Activity Report. Use the report to find the service code for the error.

There are two types of service codes:

- SMTP
- POP3

SMTP Error Codes

This is the format for SMTP communication service codes:

E123
E = SMTP communication
123 = three-digit SMTP error code defined by RFC.

RFC is an Internet "standards" term meaning "Request For Comment". RFCs are documents that define standards or proposed standard definitions for network and Internet operation. Individual RFCs define specific aspects of network or Internet operation.

Numbers 900 and above are codes defined specifically for this Internet Fax.

Codes:

E001 Text print
When E001 occurs, the "Number of Pages" column in the Activity Report will be blank.

E002 Text received but not printed
When E002 occurs, the "Number of Pages" column in the Activity Report will be blank.

E900 Network Card I/F error

E910 TCP/IP or SMTP/POP not supported or allowed by Network Card

E920 Network Card not ready; transmission request received while Network Card is initialising

E930 No match for domain received; invalid user name

E931 E-mail cannot be received (invalid TIFF)

E932 E-mail cannot be received (other than invalid TIFF)

E940 Memory full

E942 Command time-out

E950 Server communication error

E980 Aborted

SMTP Protocol Error Codes

The following are SMTP protocol error codes given in RFC821:

When these occur, contact your network administrator.

Codes:

E421 <domain>
Service not available, closing transmission channel.
This may be a reply to any command if the service knows it must shut down.

E450 Requested mail action not taken: mailbox unavailable.
Example: the mailbox is busy.

E451 Requested action aborted: local error in processing.

E452 Requested action not taken: insufficient system storage.

E500 Syntax error, command unrecognized.
This may include errors such as command line too long.

E501 Syntax error in parameters or arguments.

E502 Command not implemented.

E503 Bad sequence of commands.

E504 Command parameter not implemented.

E550 Requested action not taken: mailbox unavailable.
Example: mailbox not found, no access

E551 User not local; please try <forward-path>

E552 Requested mail action aborted: exceeded storage allocation.

E553 Requested action not taken: mailbox name not allowed.
Example: Mailbox syntax incorrect

E554 Transaction failed.

POP3 Communication Errors

There are no standard error code definitions for the POP3 protocol.

Format for POP3 Communication Errors is:

F123

F = POP3 Communication Errors

123 = three-digit SMTP error code defined by RFC.

RFC is an Internet “standards” term meaning “Request For Comment”. RFCs are documents that define standards or proposed standard definitions for network and Internet operation. Individual RFCs define specific aspects of network or Internet operation.

Codes:

F001 Text print
When F001 occurs, the Number of Pages column in the Activity Report is blank.

F002 Text received but not printed.
When F002 occurs, the Number of Pages column in the Activity Report is blank.

F010 POP protocol USER command error.

F020 POP protocol PASS command error.

F030 POP protocol RETR command error.

F040 POP protocol DELE command error.

F050 POP protocol TOP command error.

F900 Network Card I/F error.

F910 TCP/IP or SMTP/POP not supported or allowed by Network Card.

F920 Network Card not ready; transmission request received while Network Card is initializing (redial).

F931 E-mail cannot be received (invalid TIFF).

F932 E-mail cannot be received (other than invalid TIFF).

F940 Memory full.

F941 No new mail found in manual reception.

F942 Command time-out.

F950 Server communication error.

F980 Aborted.

Transmission Troubleshooting

Transmission fails; a communication error occurs.

See if the server is down.

Are the IP ADDRESS, SubNetMask and Default Gateway settings correct?

Has the SMTP server been configured correctly?

Has the host name been registered?

If using DNS, is the DNS server address correct?

If DNS is ON, some servers may cause an error.

Display shows message "OPTION BOARD ERROR."

An error may have occurred at the interface between the fax machine and the network card.

Turn off the fax machine. Verify that the network card is correctly installed. Turn the machine on.

I have turned MDN (or DSN) ON, but no confirmation has been returned.

Both MDN and DSN are sent as text-format messages. If the TEXT PRINT setting is OFF, the confirmations will not be print.

MDN: If the receiving Internet Fax/e-mail client is not capable of receiving MDN, you may not get a receipt.

DSN: If the receiving server does not support DSN, you may not receive any confirmation.

The TIFF file I sent does not print out at the receiver.

Resend the file, making sure to use Standard resolution and MH coding.

If you sent the file using Ex-fine resolution or any coding mode other than MH, the receiving machine may not be able to work with the file.

T.37 simple mode Internet Fax products support only the STD and FINE resolution settings and MH coding mode.

Reception Troubleshooting

Reception fails; a communication error occurs.

Are the IP ADDRESS, SubNetMask and Default Gateway settings correct?

Has the POP server been configured correctly?

If using DNS, is the DNS server address correct?

Have you set the USER ID correctly as registered on the POP server?

Have you set the password correctly as registered on the POP server?

If APOP is on, it will cause a communication error on a POP server that does not support APOP.

Reception does not start.

Has the POP interval been set at 0?

If the TEXT PRINT setting is ON, you cannot receive messages while a print alarm (no paper, cover open, paper jam, etc.) is on.

Is there sufficient free memory space? Images are stored in memory first, and cannot be received if there is not enough space.

When I try to receive data manually, a warning message appears on the display.

Have you registered a POP server and a USER ID?

The display shows message "OPTION BOARD ERROR."

An error may have occurred at the interface between the fax machine and the network card.

Turn off the fax machine. Verify that the network card is correctly installed. Turn the machine on.

A communication error occurs during reception, and a report is printed out.

Your machine does not support the format of the received file.

The same mail prints repeatedly.

Is the User Function 84: DELETE POP MSG set to TYPE2?

Do not use other settings unless you receive mail on a PC as well as on your fax machine.

With the TYPE1 or OFF setting, you will get the same mail repeatedly if the number of messages received exceeds the maximum number that can be logged by this Internet Fax (50).

If this happens, access the mail server from your PC and delete all the mail. With the mail server empty, carry out a manual reception on the Internet Fax to delete the current log stored on it.

I have sent data from an e-mail client on a PC to the Internet Fax, but the reception has failed.

Have you used a TIFF format supported by this Internet Fax?

If only a text message has been sent, it will not print out unless the User Function 86: TEXT PRINT is set to ON.

Some e-mail clients send e-mail using unusual formats which this machine cannot receive.

The fax machine prints out large numbers of meaningless characters.

It may be printing out Base64-encoded data. If this frequently occurs, change the User Function 86: TEXT PRINT setting to OFF.

Communication errors occur, and service code F020 is given each time.

The POP server password may be wrong, causing the server to return authentication errors.

E-mail-to-Fax Troubleshooting

I have sent data using the format "FAX=[telephone number]@[domain name], but it has not been delivered to the Internet Fax.

You may have set the domain name (the part after @) incorrectly. Consult your Network Administrator about the correct domain entry.

The Internet Fax refuses to receive data.

Check the entered telephone number.

Characters that can be used are: numbers, +, #, *, P or

If you have entered a telephone number longer than 40 digits, the Internet Fax will not receive the transmission.

Have you registered the recipient's domain name onto the Internet Fax?

Is the format of the TIFF file you are sending supported by this Internet Fax?

I have sent a text to the Internet Fax, but it does not forward it.

This machine does not forward text.

I have tried to forward data by FAX, but communication cannot be established.

Are the fax's telephone line settings correct?

Received e-mails are not deleting from the server the way I want them to.

Check the setting of User Function 84: Delete POP Message.

This setting determines how the received e-mails are deleted from the mail server.

If this user function is set to OFF, received e-mails remain on the POP until the Network Administrator deletes them.

Available settings are:OFF: Do not delete mail

TYPE1: Delete only the mail your fax machine can print out

TYPE2: Delete all mail

The default setting is: TYPE2.

The communication logs (records) for the messages received by my fax machine are not correct.

Your fax machine maintains a log of up to 50 communications.

This log prevents repeat receptions of any messages that have already been read.

However, if there are more than 50 messages on the server, you may experience errors.

Your fax machine will receive and print e-mails, but the log will not be correct.

To correct this error

Have the network administrator delete the received e-mails (mail data) on the mail server.

Make sure there is no mail.

Activate the POP reception on your fax machine.

This procedure will erase the log of the 50 previous communications.

To prevent this error

If automatic POP reception is carried out while there is no mail, the log will also be erased.

Regularly delete the received e-mails from the mail server. Keep the number of records on the log below 50.

The headers of my Internet Faxes are not printing the way I want them to.

Text Print: User Function 86 must be ON for this setting (Header Print) to be valid.

Check the setting for User Function 87: Header Print.

This function determines how the e-mail header is printed.

Available settings are:**OFF, TYPE1**, and TYPE2

OFF: Header does not print. The message and any TIFF attachments print.

TYPE1: SUBJECT/FROM/TO information prints.

TYPE2: All header information prints. This information includes all routing and server information.

The default setting is: **OFF**.

When I scan documents, my fax machine sender ID is included.

Check the setting for User Function 90: IFAX Sender ID.

Make sure it is OFF.

This function determines if the sender ID is included with images scanned by the Internet Fax.

Available settings are: **ON** or **OFF**.

The default setting is **ON**.

Note: The setting for this function always applies when using Internet Fax.

IFAX Sender ID: User Function 89 is independent from Sender ID On/Off: User Function 23.

If you are using your fax as a scanner, turn this setting off. This prevents the sender ID data from appearing in scanned images.

My fax machine sender ID is not included in documents I am sending.

Check the setting for User Function 90: IFAX Sender ID.

Make sure it is **ON**.

This function determines if the sender ID is included with images scanned by the Internet Fax.

Available settings are: **ON** or **OFF**.

The default setting is: **ON**.

Note: The setting for this function always applies when using Internet Fax.

IFAX Sender ID: User Function 89 is independent from Sender ID On/Off: User Function 23.

If you are using your fax as a scanner, turn this setting off. This prevents the sender ID data from appearing in scanned images.

I've entered the DNS name of the SMTP server, but it doesn't work.

Try entering the IP address.

I've changed the settings for the network card (User Function 93), but the changes are not being implemented.

Did you press MENU while the initialisation message was displayed?

Pressing MENU while the initialisation message is on display (after changing the settings) will cause the machine to "lose" the setting changes and the settings will not update correctly.

My server does not support APOP, and my fax machine is experiencing communication errors

Make sure the AdminManager Setting, Use APOP, is set to **OFF**.

This setting is available when you are using a POP server that supports APOP.

With APOP, the POP password will be encrypted before it is sent.

A communication error will occur if this setting is turned on when using a server which does not support APOP.

Refer to “Setting Up on a Network, Using the OKILAN 7100e+ Web Page, Changing the Settings Using the Web Page.”

My machine won’t receive Internet Faxes while a print alarm (e.g., no paper, cover open, paper jam) is exists.

Change User Function 86: Text Print to OFF.

Your machine will receive Internet Faxes while a print alarm exists.

My fax machine stops receiving messages before they are completely received.

Make sure that your machine has enough free memory to receive fax messages.

Internet Faxes are received into memory. If too little memory is available, reception may be terminated before the complete message is received.

Install an optional memory expansion kit if your Internet Fax receptions frequently terminate before completion.

How do I confirm that the Internet Fax I sent was received by the person I sent it to?

You must contact the person and confirm with them directly.

Internet faxing can confirm receipt by the mail server (network device) the person is connected to, but nothing more.

Printing Troubleshooting

I want to use my fax machine as a printer. When I try to install the printer driver on my Windows 2000 system, I get a warning message about authentication.

Ignore this message if it appears. It will not cause any problems with the installation of the driver.

I have the optional second paper tray installed. Why won't my machine automatically pull paper from the other tray when one runs out?

Verify that User Function 80: Auto Tray Switch is **ON**.

Verify that the same size of paper is installed in both trays.

Verify that the second paper tray is properly installed.

When printing over the network, my fax machine sometimes won't print the last page.

It is impossible to judge whether printing data is not being transmitted due to network delay or the end of the data stream.

You can try adjust the setting of User Function 82: LAN Print T.O. to a longer interval. This time-out configuration allows the device to cancel a print job when no printing data can be found after a specified time has elapsed since the last data was submitted.